

Annual Summary Report
Comprehensive Evaluation
AWARE Inc. – Intensive Family Education and Support
Regions IV and V
6/06 – 12/07

GENERAL AREAS

A. Administrative

1. Significant Events from the Agency

AWARE Inc. became a qualified provider of DD IFES services on 4/25/02 for Regions IV and V (Western and South Central Montana). Effective July 1, 2007, AWARE, Inc. became a qualified provider of these services in all regions of the State. They are now serving families and children in a number of different communities.

2. Policies and Administrative Directives

A thorough review of the AWARE Inc. policy manual for IFES was conducted. All policies required by the review were in place. The Incident Management policy was out-of-date and DDP supplied an updated version to the Bozeman Aware office.

3. Accreditation

AWARE Inc. received CARF accreditation in 2006.

4. Fiscal Audits

For the most current Desk Review of Audit Report dated 3/12/07, the opinions on the financial statements and compliance for major programs are unqualified, no material weaknesses concerning the financial statements were disclosed and no reportable conditions or findings to the audit of the major federal program were reported. There was one reportable condition that was disclosed concerning a lack of segregation of duties. The next audit report is due soon and it will be reviewed at that time.

5. Appendix I

There are no specific requirements listed in Appendix I of the DDP Contract for FY '07.

6. Maintenance of Records

All three surveyors found good and sufficient records relating to the delivery of IFES services.

SPECIFIC SERVICES OF THE PROVIDER

A. Children's Waiver Services

AWARE Inc. is currently certified by the Developmental Disabilities Program to provide Intensive Family Education and Support services. One home visit and file review was conducted by Paula Sherwood, QIS, in the Kalispell area, two home visits and file review was conducted in the

Butte area by Jan McManamen, QIS and one home visit and file review was conducted in Bozeman by Brad Johnson, QIS.

Eligibility

Eligibility is a mixed picture here as some kids have ported their services and initial DD eligibility was done elsewhere. All four surveyed were clearly eligible for intensive services with sufficient assessments and documentation. Eligibility review panels (ERPS) are conducted when needed. Assessments are updated as needed.

1. Family Centered Services

All families indicated that they felt they were in the driver's seat regarding the services provided to their child. There were indications from the families that the plans were flexible and that it was easy to have objectives modified.

2. IFSP

Per the checklist, all components of the IFSP were present for all four files reviewed. Copies of written notices of IFSP meetings were not found in all the file reviews.

3. Provision of Resources and Support

Families indicated that they received the services agreed upon in the IFSP and that they were provided within the timelines specified. Turnover of staff was unsettling for some families but this is not a situation unique to this service provider. Respite time sheets were completed correctly and there were receipts for purchases. There was ample documentation of family contacts with the FSS.

4. Timelines

All timelines relating to IFES, (IFSPs and cost plans) were met for the four individuals surveyed.

5. Transition Planning

For those surveyed that it was appropriate, transitioning was discussed, addressed and documented in the IFSP.

6. Procedural Safeguards

Families felt that the personal information contained in the records were secure, they felt comfortable that they could access them at any time and information would not be given out without their permission. There was ample evidence of signed releases of information. Families are provided with a copy of the internal complaint procedure for appealing agency decisions upon intake. Families were advised upon intake that their services were portable but did not remember being reminded of that at the annual IFSP meetings.

7. Other Contract Requirements

Family Support Specialist certification is being addressed through the DDP Central Office.

SUMMARY AND RECOMMENDATIONS:

All four families that were surveyed expressed significant satisfaction with the services received from AWARE Inc. through the IFES program. "Family was extremely pleased with services with no complaints or suggestions for improvement." All three surveyors were very pleased with the responses of parents and the apparent quality of services being delivered. It was especially impressive as to how well the policy manual and the documentation at the FSS level were in compliance.

Findings:

None

Response to Findings:

None needed

Suggestions – Best Practices (not binding)

- 1) Date and sign everything! There were some documents for which it was hard to determine when they were created and by whom.

Brad Johnson

1/3/08

Brad Johnson, M.S.

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